

NETWORK MANAGER REPORT



SEPTEMBER 2003

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

The Alabama Interactive staff worked very hard in September to continue to deliver on the aggressive goals set by the team for 2003. By the end of September, more than fourteen applications had been completed and the new alabama.gov portal had been released. We look forward to continuing the momentum through the fall and intend to have more than twenty applications completed in 2003.

Highlights during the month were:

- Customer service was a significant task in September. With more than eighty-three Wal-Mart stores using the electronic Point-of-Sale system and the availability of Live Help on alabama.gov, the Alabama Interactive staff worked particularly hard to meet the extensive demand for service.
- The state of Alabama garnered press for the online Hunting and Fishing License sales service and the new alabama.gov design.
- Wal-Mart stores continued to ramp up sales of hunting and fishing licenses using the electronic Point-of-Sale system. More than 25,000 licenses were sold in September using the electronic system.
- Probate Courts have been given the option to utilize the electronic Point-of-Sale system. On September 18, 2003 Cheri Henson and Erin Linton-Wright previewed the system to a meeting of the Chief Clerks. Montgomery County and Conecuh County have already signed up for the service.
- Pre-project planning for *Outdoor Alabama* subscriptions and *Becoming an Outdoors Woman* registration is underway. We expect both services to be live by the middle of November, in time for holiday gift-giving.
- The Alabama Board of Nursing's online LPN license renewal application went live September 1, 2003. While generally this group of nurses does not show significant adoption, we expect the Alabama group to prove the exception. In September, more than 500 renewals were completed online.
- The Alabama State Bar online membership renewal went live on September 1, 2003. We expect this group to show significant adoption rates.
- The new alabama.gov design was met with praise. Webmaster feedback and live help commentary show user approval.
- On September 5, 2003 we met with the Department of Environmental Management regarding final changes to the Storm-water, Phase 2 permitting application. The application will be live before November 1, 2003.

Marketing

The Alabama Interactive marketing team has worked very hard over the last several weeks developing a marketing and promotion plan for Alabama's eGovernment services. Fortunately, with the new alabama.gov logo we have a very marketable image to brand.

Our marketing efforts have focused primarily on print, news, radio and event advertising. For event advertising, we have contacted the University of Alabama and Auburn University to discuss radio broadcasting and sports sponsorships. Of course, the majority of this advertising will focus on football sponsorships. Print will focus on lifestyles and trade magazines, like *Montgomery Living* and *Business Alabama*.

Of course, news media is always a good resource for garnering attention. In September, we sent out two media releases, one for the DCNR hunting and fishing service and one for the alabama.gov portal release. The DCNR release garnered a radio interview in the Birmingham area and a plug for alabama.gov made it into the interview. We will continue to communicate with area media in order to pursue some "coffee-time" news.

Development

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source.

ABN has requested an application called Data Download to allow potential employers, marketing companies and the like, the opportunity to download mailing labels for ABN's licensed professionals. The users download a compressed (.zip) file containing all relevant nurses. This application is currently in partner testing.

We have completed development of the Alabama Department of Conservation and Natural Resources Hunting and Fishing Licensing application for local jurisdictions. This will enable the department to receive electronic license information from authorized county and local offices.

User Testing has began on the Supplemental Form (RS-2) application for the Alabama Public Service Commission. This application will allow for the electronic submission of the RS-2 form allowing users to add a state or vehicle to their motor carrier authority.

Alabama Board of Pardons and Paroles on-line payment and reporting application is near completion. This application will allow a person of certain classifications to report and file due amounts online rather than in the offices of probation officers. This application is currently halted awaiting agency data.

We are currently working with the State's Motor Pool department to create an online application that will allow authorized state officials to reserve a vehicle electronically. We are still gathering business and technical requirements for this application.

PROJECT REPORT

COMPLETED!

Agency	Application	Description	Status
Alabama State Banking Department	Renewal of License	This application will allow lenders and pawn brokers to renew their license online.	This application is complete and in production.
Alabama State Bar	Membership Renewal	This application allows existing Bar members to renew their membership online.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Renewal of License	This application allows the renewal of licenses and fee payment online.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Licensee Verification	This application allows other states, firms, etc. to verify the license and disciplinary status of a chiropractor.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Online Hunting and Fishing Licenses	This application allows users to select from available permits and purchase them online.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Hunting and Fishing Licenses/Point-of-Sale	This application allows licensing agents to sell hunting and fishing privileges through an electronic interface.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Probate Court Point of Sale Hunting and Fishing Licenses	This application will allow probate courts and licensing commissioners to sell hunting and fishing licenses using an electronic system.	This application is complete and in production.
Alabama Department of Finance, Office of the CIO	Alabama State Portal	Redesign of the Alabama State Portal, Alabama.gov.	This service is complete and in production.

Alabama Department of Insurance	Merchant Services	This service allows agents to pay via credit card for licenses renewed online.	This application is complete and in production.
Alabama Board of Nursing	Renewal of Nursing Licenses	This application allows nurses to renew their license online. They can also change their address and personal information.	This application is complete and in production.
Alabama Board of Nursing	Reactivation of Nursing Licenses	This application allows nurses to reactivate their license online.	This application is complete and in production.
Alabama Board of Nursing	Reinstatement of Nursing Licenses	This application allows nurses to reinstate their license online.	This application is complete and in production.
Alabama Board of Nursing	Name and Address Change	This application allows nurses to change their name and address.	This application is complete and in production.
Alabama Board of Nursing	LPN Renewal	This application allows LPNs to renew their license	This application is complete and in production.
Alabama Department of Public Safety	Electronic Access to Motor Vehicle Records	This application provides electronic access to certain drivers' records.	This application is complete and in production.
Alabama Real Estate Commission	Renewal of Real Estate Licenses	This application allows for the renewal of licenses online, by real estate agents, realtors and brokers.	This application is complete and in production.
Alabama Real Estate Commission	Broker/Agent Certification	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is complete and in production.
Alabama Real Estate Commission	Instructor License Renewal	This application allows licensed instructors to renew their license online.	This application is complete and in production.
Department of Revenue	Sales, Use and Lodging Tax Filings	This application allows Alabama businesses to report and pay sales, use and lodging taxes online.	This application is complete and in production.

Alabama Department of Revenue	Refund Status for Individual Income Tax	This application allows for users to check the status of their individual income tax filings online, 24/7.	This application is complete and in production.
Alabama Secretary of State	UCC (Uniform Commercial Code) Filings	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	Production date is on hold pending final approval by the Secretary of State.
Secretary of State	Merchant Services	This will allow the SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	The agency is testing this service.	September 2003
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is awaiting final approval.	September 2003
Alabama Board of Nursing	License Verification for individuals	This service allows nurses to request official verification of licensure.	In development.	September 2003

IN DEVELOPMENT ...

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This project is in the project definition phase.	November 2003

Alabama Department of Conservation and Natural Resources	Outdoor Alabama Subscription	This service will allow users to purchase a subscription to Outdoor Alabama magazine.	This project is in the project definition phase.	November 2003
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is in the specification-gathering stage.	November 2003
Alabama Department of Environmental Management	Waste-Water Operator's license renewal	This application allows waste-water treatment operators to renew their license online.	In development.	October 2003
CIO's Office, Alabama Department of Finance	Constituent Notification	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	In development.	November 2003
Alabama Department of Insurance	Merchant Services for Provider Renewals	This service will allow for payment of provider licenses.	In development.	October 2003
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	In development.	December 2003
Alabama Board of Nursing	License verification and disciplinary status-Subscriber	This application will allow hospitals, insurance companies, etc. to verify a nurse's license status and receive notification of disciplinary and/or legal actions.	In development. A fee schedule must be approved by the Board of Nursing.	January 2004
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	October 2003

Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	In development.	September 2003
Alabama Real Estate Commission	Address Change	This application allows for the changing or updating of addresses and personal information.	This application is on hold pending AREC's database upgrades.	October 2003
Alabama Department of Revenue	Personalized License Plate Reservation	This application will allow users to temporarily reserve a personalized license plate.	Scope of Work has been approved.	November 2003

IN PLANNING AND CONSIDERATION

The following are agencies with which we have begun initial discussions or with which we would like the Committee's assistance with introductions, etc.

- Administrative Office of Courts- Payment of Court Costs, fees and fines
- Alabama Department of Public Health, Center for Health Statistics- vital records
- Alabama Department of Corrections, Prison Industries- Shopping Cart
- Alabama Alcoholic Beverage Commission- online licensure, shopping cart for licensed vendors
- Alabama Department of Revenue- Motor Vehicles Division
- Alabama Department of Industrial Relations
- Alabama State Legislature, Public Information Offices- Lobbyist-In-A-Box

SERVICE REQUEST

No new service requests in September.

MONTH IN REVIEW

September Report (Alabama Interactive)

Total September AI Network Transactions:	180,856
Average Successful Transaction per Day:	6,028
Total September alabama.gov "Visitors":	23,118
Total September alabama.gov "Page Views":	54,285
Total September alabama.gov "Chats" or "Offline Messages" from Live Help:	159

OPERATIONS & ADMINISTRATION

In order for NIC's Portal Software and Services Group (PSSG) to better serve its portal customers, they have created a partner action committee where AI staff will share our thoughts and ideas with PSSG. We expect this to have a positive impact on our systems and services.

OTHER BUSINESS/IN CLOSING

September was a very exciting month for Alabama Interactive. We are especially pleased with the results of the Point-of-Sale system and the positive feedback from the new alabama.gov. We often hear favorable regards to Alabama's eGovernment progress and we are pleased to be part of the eGovernment team.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis